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REPORT NO. 2019-06

TO: Jeff Rohrs, Chief Information Officer, Business Technology Services
Deborah Mells, Chief Information Officer, Clerk's Technology

FROM: Hector Collazo Jr., Inspector General/Chief Audit Executive
Division of Inspector General

DIST: Ken Burke, CPA, Clerk of the Circuit Court and Comptroller
Bernie McCabe, Chair, Business Technology Services Board

SUBJECT: Follow-up Investigation of IT Contractor Billing

DATE: March 20, 2019

The Division of Inspector General's Public Integrity Unit (PIU) received an allegation of Fraud, Waste, and Abuse. We investigated the following allegation related to an information technology contractor's billing for services rendered.

The complainant alleged that a Pinellas County contractor:

- Potentially double billed Clerk's Technology and Business Technology Services for services rendered concurrently to both agencies.

The complainant did not provide documentation to assist with the investigation.

To determine whether the allegation was substantiated, we reviewed policies, procedures, and any other records deemed appropriate. We also conducted interviews of staff and other parties, as needed. Our investigation was performed according to the *Principles and Standards for Offices of Inspector General* and *The Florida Inspectors General Standards Manual* from The Commission for Florida Law Enforcement Accreditation.

The Division of Inspector General's investigation of the allegation determined that the allegation noted above was *unsubstantiated*, as there was insufficient evidence to either prove or disprove the allegation.



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Billing records obtained for the period October 1, 2016, through December 31, 2016, indicated Clerk's Technology paid for the services of two contractors, whereas billing records obtained for the period October 1, 2016, through January 7, 2017, indicated Business Technology Services paid for the services of four separate contractors. However, due to limitations in system logging and insufficient monitoring of contractor work performed, we could not with certainty substantiate that all contractor work performed was commensurate with the amount paid by Clerk's Technology and Business Technology Services.

The original investigation resulted in nine recommendations for improvement. Since those recommendations contained potentially sensitive security information, we did not publish them pursuant to Florida Statute (F.S.) 119.071(3) and F.S. 281.301(1).

Of the nine recommendations contained in the original investigative report, BTS management addressed all nine and Clerk's Technology addressed the four applicable to it. As a result, we determined that BTS management implemented four recommendations, partially implemented two, applied an acceptable alternative to one, did not implement one, and one is no longer applicable. We encourage BTS management to fully implement the remaining three recommendations. In addition, Clerk's Technology management partially implemented all four recommendations. We encourage Clerk's Technology management to fully implement the recommendations. The original recommendations and status of each recommendation will not be published pursuant to F.S. 119.071(3) and F.S. 281.301(1).

We appreciate the cooperation shown by the staff of Clerk's Technology and Business Technology Services during the original investigation and follow-up investigation.